

## PROJECT OVERSIGHT REPORT

Offender Management Network Information (OMNI)  
Department of Corrections

Report as of Date:  
August 2003

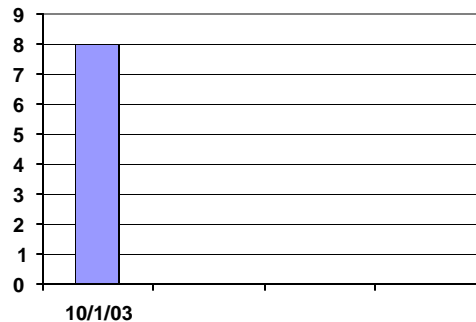
Project Director: Debbie Kendall  
Executive Sponsor: Joe Lehman

MOSTD Staff: Stan Ditterline

Severity/Risk Rating: High (high severity, high risk)

Oversight: Level 3 – ISB

### Overall Project Risk Assessment



**Staff Recommendations:** ISB oversight staff recommends that by September 30, 2003, DOC resolve major outstanding issues, cost the required changes, and incorporate changes and deployment plan into the project schedule.

### Issues/Risks:

- **Resources:** On August 1, 2003 the DOC Project Director and Business Unit Manager for the project changed due to the retirement of the incumbents. To mitigate the risks of these changes to the project, DOC named the Deputy Project Director as the Project Director and the Training Manager as the Business Unit Manager. Additionally, the DOC Deputy Secretary for Administrative Services has taken a more active role in the project and has hired a separate individual to serve as a full-time Chief Information Officer. These changes will provide additional management leadership and direction to the project. There have also been changes in the IBM Global project leadership. At the August 19 OMNI Steering Committee, IBM announced that they were replacing the project executive and the project manager. To provide continuity, the outgoing project manager will remain on the project for a period of time in a consulting role. IBM will also be adding a full-time resource to maintain the integrated project schedule.
- **Schedule:** System test for software delivery Drop 2A is approximately three months behind schedule. This is impacting the delivery date for Drop 2B which is currently September 30, 2003. IBM has developed a detailed resource-based integrated schedule for Drop 2B but it does not include critical changes to the application required for deployment including the legislative changes to sentence structure and time accounting. The final integrated schedule that incorporates the current slippage and the required changes will result in a final delivery several calendar quarters later than the current September 30 date.
- **Budget/Cost:** Critical changes have not yet been costed. There is a major risk that the remaining change budget will not accommodate the volume and size of the changes.
- **Scope:** Other than legislatively mandated changes related to sentence structure, there are no major changes to scope. However, project delays and increased costs will put pressure on DOC to reduce the scope of delivery.

- Project Management/Processes: The external quality assurance vendor has recently identified deficiencies in the Configuration and Data Management Plan (CDMP) and the Project Management Plan (PMP). IBM has recently installed an additional and separate set of development servers. A process must be established to synchronize the two databases to ensure that version control works properly. Once developed, the CDMP must be updated to reflect the revised process.
- Issues Management: Until recently, the project team was not consistently employing the agreed upon process to identify and track issues. The team is now using that process and has entered all of the issues into the database. Of the 22 issues that have been documented, agreement on resolution has been reached on ten of them. Two of these ten have had all required action completed and the actions required to complete the other eight have been documented. Of the remaining twelve issues, two are being addressed through Corrective Action Reports and six are under discussion between DOC and IBM. Four critical issues have reached an impasse and DOC and IBM executives have requested the assistance of DIS/MOSTD staff in facilitating resolution of these issues. The issues include:
  - the delivery of common OMNI functionality known as “Common Services,”
  - provision of trigger processing required to keep the legacy Offender Based Tracking System and OMNI in synchronization,
  - portation of the Offender Accountability Plan (Phase I application) to the Phase II architecture, and
  - responsibility for loading of all code tables and converting certain data.
- Other
  - Quality Assurance: A recent finding by the DOC external Quality Assurance vendor is that IBM has not been applying internal quality assurance resources or activities including project audits consistent with the Software Quality Assurance (SQA) Plan, and that the plan needs to be updated. In response to these findings, IBM has assigned a Quality Assurance lead who is scheduling audits for the Drop 2B development. On July 8-10, IBM conducted a QA review of OMNI by IBM project management professionals external to the project.

#### **Status:**

- Life Cycle Stage: Phase II, in progress – Drop 2A system test in progress, Drop 2B application design and development in progress.
- Budget/Cost: The base budget allocated by the Legislature is \$12.5 million for Phase II (\$9.5 million of which is allocated to the IBM Global Services contract). In addition to the base budget, a savings incentive fund of \$1.28 million has been established for change orders. The total OMNI Phase II budget including the savings incentive funds is \$13.78 million. As of June 30, 2003, the total budgeted expenses were \$12,500,000. Total actual expenses were \$9,248,003 (includes change request expenses of \$1,079,363). There is \$3.25 million reserved for the re-appropriation authorized by the Legislature for FY04.

- Schedule:

Phase II Milestones	<u>Schedule</u>	<u>Status</u>
1. Statement of Work signed	February 2002	Completed on time
2. Architecture documents approved	March 2002	Completed on time

3. Records and Risk Management Indicator (RMI)/ Level of Severity Indicator Revised (LSI-R) Data models approved	June 2002	Completed on time
4. Grouped databases converted to work with DL/2	July 2002	Completed on time*
5. Remaining databases converted to DL/2	August 2002	Completed on time*
6. RMI application delivered	November 2002	Completed Late**
7. LSI-R application delivered	November 2002	Completed Late**
8. Drop 2A final test plan approved	May 2003	Completed June 4
9. Drop 2A system test executed (IBM product delivery Records and Chronos)	June 2003***	Behind Schedule
10. Drop 2B system test executed (IBM product delivery Classifications and Sentence Structure/Time Accounting)	September 2003***	Behind Schedule
11. Acceptance test initiated	September 2003***	Behind Schedule

\* Not in production

\*\* Expanded scope caused delivery schedule to move

\*\*\* New or revised tasks reflecting schedule modification to delay development of Classifications and Sentence Structure and Time Accounting modules

## Background Information

**Description:** The Offender Management Network Information (OMNI) project, formerly known as the Offender-Based Tracking System (OBTS) replacement project, will replace and improve the legacy systems and applications that the Department of Corrections (DOC) currently uses to monitor and track convicted offenders for the state of Washington. DOC has contracted with IBM Global Services to design four build-and-implement phases for OMNI. Each phase will provide measurable benefits.

The phases are:

- Phase I - Architecture definition, Offender Accountability Plan (OAP), and data warehouse implementation, training, overall application design, and Records and Chronological Entries (Chronos) software detailed requirements design.
- Phase II – Chronos, Records, Sentence Structure and Time Accounting, and Classification (change).
- Phase III – (not funded) Release, Incident Reporting, Disciplinary, Grievance, Resource and Program Management, CCO Workload Assignments, Case Management, End of Sentence Review, Offender Groups, Pre-sentence Investigation, Legal Financial Obligations, Movement/Capacity Management, Inmate Property, Interstate Compact/Border Administration, Offender Schedule, and Detainers and Warrants.
- Phase IV – (not funded) Sex Offender Treatment, Mental Health Records, Chemical Dependency, Community Service, Indeterminate Sentence Review Board, Case File Audit, Inmate Trust Account/Inmate Store/Inmate Gratuity Calculation, Cost of Supervision Billing, Medical and Dental Records, Public Access, and Victim/Witness Notification.

**Technology:** Using IBM Websphere software, the OMNI application will be delivered to DOC desktop clients via JAVA applets. The system employs the System 390 mainframe platform as an enterprise server and the DB2 database management system for databases and data warehouses.